

## **PUBLIC LIABILITY CLAIMS SUPERVISOR**

### **DEFINITION:**

Under general supervision, to supervise the activities of the County's general liability self-insurance and claims recovery program; and to perform related work.

### **DISTINGUISHING CHARACTERISTICS:**

Public Liability Claims Supervisor is a one-position class found only in the County Counsel's office. Under the supervision of a Chief Deputy Counsel, the incumbent is responsible for supervising, coordinating and reviewing the day-to-day activities of the Public Liability Claims Division. This class is distinguished from the next lower class, Claims Representative II, in that the latter is the journey level class performing case evaluation, investigation and settlement. Public Liability Claims Supervisor is further distinguished with the authority to settle claims up to \$25,000, and the performance of the most difficult, complex, and/or sensitive claims work.

### **EXAMPLES OF DUTIES:**

Supervises the activities and operations of the Claims Division; assigns, reviews, examines division work; approves general liability claims and incident reports completed by subordinates; supervises and evaluates the settlement process of claims; develops and maintains claims records and computer record keeping systems; assures accuracy, conformance to policies and procedures and accessibility of claims records; prepares recommendation to County Counsel on acceptance, settlement, or denial of claims above level of delegated authority; advises County Counsel on recommendations to be made to the Board of Supervisor on claims; evaluates merits of claims and estimates potential financial impact on County; settles claims up to \$25,000 and formulates recommended settlements to the Board of Supervisors on claims exceeding that amount; authorizes settlement concurrently with County Counsel of claims in litigation; represents the county at settlement conferences in Superior and Municipal Courts prior to trial; represents County in Small Claims court litigation where an attorney may not appear; works with the highest levels of other County departments in the investigation of claims and the development of information necessary to appraise or settle claims; evaluates medical reports and reports of experts to determine liability and damages; appears before the Board of Supervisors in closed session to evaluate claims and support recommendations for settlement of claims; consults with attorneys on legal issues relating to claims which have reached litigation stage; provides information to the risk administration and safety office on claims which may assist them with their functions; investigates, evaluates, and appraises claims the county may have against third parties for damages to County personnel or property, or personal property damaged in the course of employment; settles claims from County employees for personal property damages; prepares budget recommendations related to division operations; supervises, trains and evaluates the work of subordinates.

### **MINIMUM QUALIFICATIONS:**

#### **Thorough Knowledge of:**

- Practices and procedures of claims including investigation, evaluation and settlement strategy techniques.
- Technical terminology used in the medical profession related to the cause and treatment of injuries.
- Effective case management and office procedures.

- California Government Tort Liability Statutes.
- General case law governing tort liability.
- California Vehicle Code, California Government Code, and legal decisions pertaining to personal, casualty and property liability.
- Basic mathematics which includes valuation and depreciation.

**General Knowledge of:**

- Principles of employee supervision and management.
- General principles of physics and chemistry.
- General principles of psychology.

**Skills and Abilities to:**

- Perform the most complex, difficult and/or sensitive public liability claims work.
- Understand and interpret public liability and related case law, rules, and official documents.
- Obtain written and/or recorded statements related to claims.
- Write clear, concise, and complete reports.
- Communicate and interact in situations requiring tact, instruction, persuasion, and counseling including conferences, hearings, interviews, group discussions, and negotiations.
- Manage a case load and respond to claims in a timely manner.
- Utilize computer equipment including software applications to accomplish work.
- Supervise, train, evaluate, schedule, assign, and review the work of subordinate personnel.
- Establish and maintain effective working relationships with those contacted during the course of work.

**EDUCATION/EXPERIENCE:**

Education, training and/or experience, which demonstrate possession of the knowledge and skills stated above. Examples of such education/experience are: Possession of a bachelor's degree from an accredited college or university in public administration, business administration or a related field, which included specialized and/or college course work directly related to claims adjustment or claims management; AND:

1. Three (3) years of experience as a Claims Representative II in the County of San Diego; OR,
2. Four (4) years of non-clerical experience in a public or private agency in the direct administration of managing, reviewing, evaluating, investigating, and processing reports on a tort liability or subrogation claims including bodily injury, property damage, and personal injury.

**SPECIAL NOTES, LICENSES, OR REQUIREMENTS:**

**License:**

A valid California Class C driver's license is required at time of appointment or the ability to arrange transportation for field travel. Employees in this class may be required to use their own personal vehicle.

**Working Conditions:**

Contacts irate, upset and injured individuals. Subject to occasional call back on weekends and holidays.

**Probationary Period:**

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).